

**A PHONE  
CALL  
FROM A  
CUSTOMER**



# MATCH THE WORDS AND THE DEFINITIONS

- |                                                                                |                          |
|--------------------------------------------------------------------------------|--------------------------|
| 1) proof that a delivery has been made                                         | a) delivery confirmation |
| 2) a document which shows how much a customer has to pay, for what and by when | b) payment terms         |
| 3) the conditions of when a customer should make payment                       | c) to appreciate         |
| 4) when more time is allowed for something                                     | d) cash flow             |
| 5) the timing and amount of money coming in and going out of a company         | e) an exception          |
| 6) an official or organizational rule                                          | f) a regulation          |
| 7) when something doesn't follow the usual rule                                | g) an invoice            |
| 8) to show someone you are grateful for something they have done               | h) an extension          |

## A PHONE CALL FROM A CUSTOMER

- **1. The delivery hasn't arrived yet.**

True

False

**2. Andrea is having cash flow issues and needs a payment extension.**

**True**

**False**

**3. Andrea usually asks  
for an extension of the  
payment terms.**

**True**

**False**

- **4. Andrea has a new order to place, even bigger than the last one.**

**True**

**False**

**5. Junko can extend  
the payment terms on  
the last order to 60  
days.**

**True**

**False**

**6. Junko will send Andrea  
an email confirmation.**

**True**

**False**





**GOOD JOB!**

# PUT THE SENTENCES IN THE CORRECT GROUP

<https://learningapps.org/display?v=pyan58a9n21>

**SORRY: (((**  
**RETRY!**

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